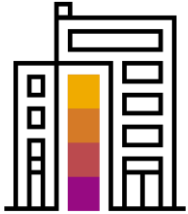




SAP® Innovation Awards 2020 Entry Pitch Deck

SAP S/4HANA led Digital Transformation

Globe Telecom Inc.



Company Information

Headquarters	Manila, Philippines
Industry	Communications services, Remittance
Web site	https://www.globe.com.ph/

Globe Telecom, Inc., commonly shortened as Globe, is a major provider of telecommunications services in the Philippines. It operates one of the largest mobile, fixed line, and broadband networks in the country. Globe Telecom's mobile subscriber base reached 60.7 million as of end-December 2017

SAP S/4HANA led Digital Transformation

Globe Telecom Inc.



Challenge

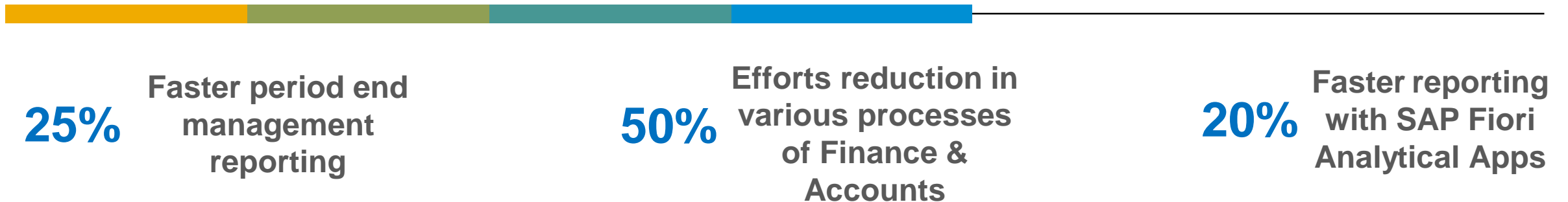
Globe Telecom has been using SAP for all their business units globally spread across business functions of finance & accounting, procurement, and sales & distribution. Over a period of time, processes became fragmented and inefficient due to manual interventions, causing concerns over unavailability of required business insights, delay in decision making, user's productivity and their experience. It realized the need of having next-gen ERP enabling best-in class business operations and workplace experience supporting ever changing business needs and future innovations

Solution

Globe Telecom partnered with TCS for consulting led SAP S/4HANA conversion. With TCS' advisory services and industry best practices, Globe Telecom has been able to standardize, simplify, integrate, automate and optimize 50+ business processes across the business units. TCS leveraged proprietary transformation delivery methodology, tools and accelerators throughout the engagement ensuring faster time to market minimizing business disruptions.

Outcome

With SAP S/4HANA, Globe Telecom is able to improve system performance, speed up processing of financial transactions, faster & error free closing of books, cash flow reporting and management reporting. Automating processes enhanced Globe's efficiency and ability to support the ever-changing needs of the business, enhanced users' experience and productivity.



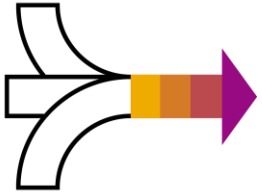


Participating Partner Information

Tata Consultancy Services Ltd

TCS worked in closed collaboration with Globe Telecom as main implementation partner, to implement the first two phases of ERP Transformation roadmap ensuring business continuity and building a base for subsequent optimization and standardization.

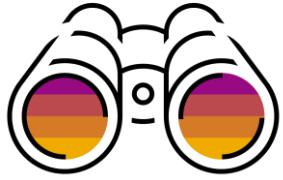




Business Challenges and Objectives

- Globe Telecom's current processes requires manual intervention across various department to support segregation of payment, approval procedure for procurement budgeting, calculation of inventory allowance & net realized value which was error prone and time inefficient to support the faster changing business world
- Calculation and segregation of revenue across dimensions like product, brand, stream etc for all three companies (coming from 8 data sources and 62 integration points) takes longer for management revenue reporting as part of monthly finance activity.

-
- To leverage best practices and functionalities in S/4HANA to optimize and simplify business processes
 - To drive standard process adherence for better system performance and future scalability
 - To enable faster processing of events e.g Closing of books, cash flow reporting
 - To enable effective and efficient management reporting
 - To eliminate or reduce manual report generation and drive analytics usage



Project or Use Case Details

Project: S/4HANA Brownfield Conversion and Business process Improvements

Project Scope: S/4HANA 1709 SPS03 conversion with business process improvements using standard and customized solutions. Improvements in business process for management revenue accounting reporting, Investment Management, Inventory accounting and Treasury.

Key challenges:

- Large and inconsistent data for asset accounting during conversion
- Master data cleansing for Customer-Vendor Integration
- Large Inflight projects in parallel

Partnership:

TCS was main implementation partner for this multi vendor engagement.

Timelines:

- Implementation : June '18 to Aug '19
- Hypercare: Aug '19 to Nov '19



Benefits and Outcomes

Business or Social

Record to Report

Process standardization and automation helped Globe Telecom in eliminating 50% of efforts in various processes of finance & accounts

Management Reporting

Period end management reporting became faster by 25%

Budget Control, Monitoring and Reporting

Automation has helped to establish efficient budget controls for Capex & Opex, its monitoring and reporting with single source of truth of data

Treasury

Globe Telecom's treasury function has become integrated and more efficient providing real-time business insights

IT

Security

Revamp of roles and authorization to meet IT compliance

Performance

Improved system performance

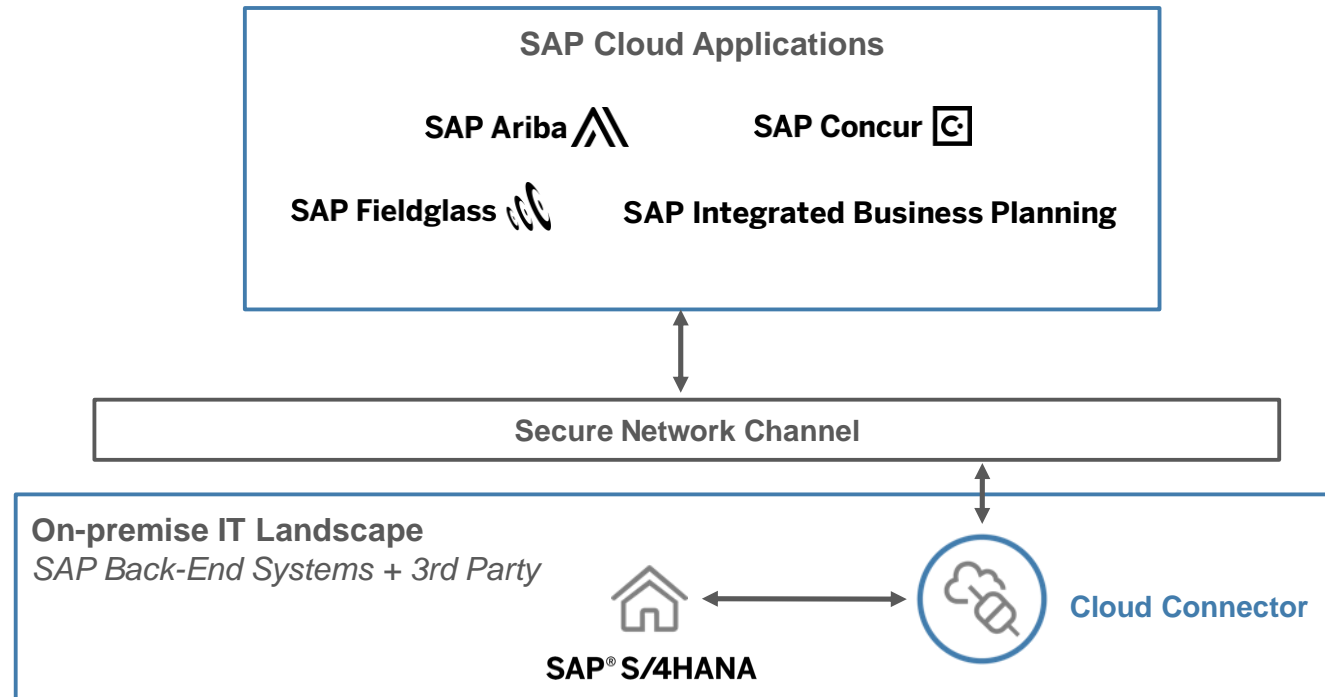
Human Empowerment

User Experience

With analytical Fiori Applications business users are able to use the new SAP UX and access reports on mobile



Architecture





Deployment

Deployment status Live

Date 22nd Aug '19

Number of users 700

SAP® technologies used:

	SAP product	Deployment status (live or proof of concept [POC])	Contribution to project
1	SAP S/4HANA	Live	Business Process Standardization & Enhance Stakeholder Experience
2	SAP Fiori	Live	Analytical Reporting

If you have used one of SAP's services or support offerings from SAP Digital Business Services during the implementation or deployment phase, please select with one or more of the following offerings:

- | | | |
|--|---|--|
| <input type="checkbox"/> SAP MaxAttention™ services | <input type="checkbox"/> SAP ActiveAttention offerings | <input type="checkbox"/> SAP Advanced Deployment service |
| <input type="checkbox"/> SAP Value Assurance program | <input type="checkbox"/> SAP Model Company service | <input checked="" type="checkbox"/> Others: Continuous Quality check, Go live Analysis Session, Go live Verification Session |
| <input type="checkbox"/> SAP Innovation Services portfolio | <input type="checkbox"/> SAP Innovative Business Solutions organization | |



Advanced Technologies

The following **advanced technologies** were part of the project.

	Technology or use case	Yes or No	Contribution to project
1	3D printing	No	
2	Blockchain	No	
3	Internet of Things (IoT)	No	
4	Machine learning or AI	No	
5	Conversational AI	No	
6	Robotic process automation	No	
7	Data anonymization	No	
8	Augmented analytics	No	